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# Fenland Scrutiny Panel

3<sup>rd</sup> November 2025



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# The External Environment

Sue Stavers, Regional Director

# External impacts through the year - national

- Rent restrictions and below target rents - £140m and £17.7m pa respectively
- Leaks, Condensation, Damp & Mould and preparation for Awaab's Law - £5m
- Increasing vulnerability among the people we house
- Cost of living impacts on our households
- Inflationary supply chain costs, far exceeding CPI.

## Cost pressures ahead

- Awaab's Law: £5m pa
- Decent Homes 2: £1,000 per void property (≈£5m/year)
- Regulatory costs





# Clarion 2050 – Asset Management update

Paul Norman, Director of Strategic Asset Management

# Our long-term plan



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We understand our homes, the investment required over the whole life cycle and our customers perception of the homes we provide and maintain.



Homes in the areas that we work, which meet the other five strategic principles.



**Safe homes**

Homes that meet legal and regulatory requirements to make sure they're safe for our customers.



Homes are net zero carbon ready and works undertaken reduce the customer's energy use.



**Place shaping**

Understanding our neighbourhoods and communities, Creating spaces for people and nature, promoting mental and physical health and wellbeing.



Building capacity and resilience into our long-term financial plan to enable progressive investment in our homes and communities.

# Understanding Our Homes



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Understanding our homes



We understand the condition of our homes, the investment required over the whole life cycle and our customers perception of the homes we provide and maintain.

- Legal and regulatory / Provides the strategic foundation
- Our asset condition strategy is critical in driving improved data of our homes
- Developed a suite of tools that enables us to turn data into actionable intelligence and insight
- Stay ahead of our legal and regulatory works
- Building Safety works
- Tackling LCDM and responding to Awaab's law
- Maintaining our homes in line with the Decent Homes Standards

## Stock Condition Surveys - Units

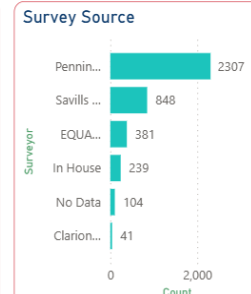
Asset Investment Reporting

Social Housing Units	Units Built < 5 years	In-active Units	Cloned Surveys
3920	3	52	119

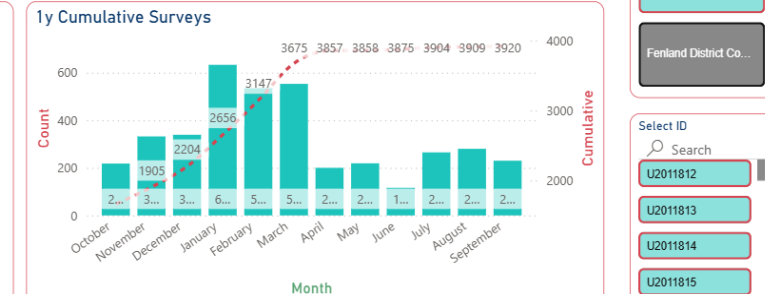
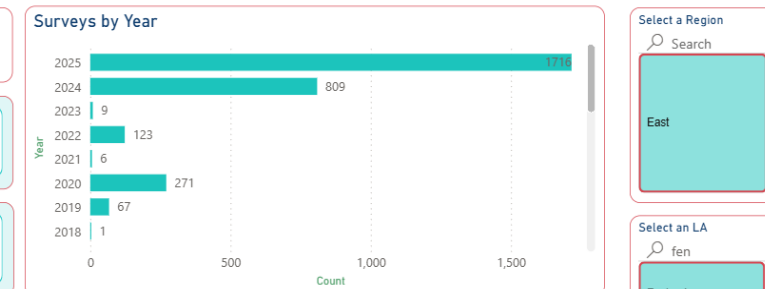
Total Unit Surveys	As a % of Applicable Units
3801	98.27%

Surveys done < 5 years	As a % of Applicable Units
2879	74.43%

Id	Description
U2027160	16 Cygnet Crescent
U2032403	16 Dagless Way, Badgene
U2061786	16 Doddington Road, Ber
U2061877	16 Doddington Road, Wir
U2062496	16 Eastwood Avenue
U2061902	16 Eaton Estate, Wimblin
U2061855	16 Festival Close, Manea
U2061562	16 Field Avenue, Tydd St.
U2063980	16 Fleming Court
U2062539	16 Gimbirt Square



- Home
- SCS-Units
- SCS-Props
- Decent Homes
- HHSRS
- Sustainable Homes



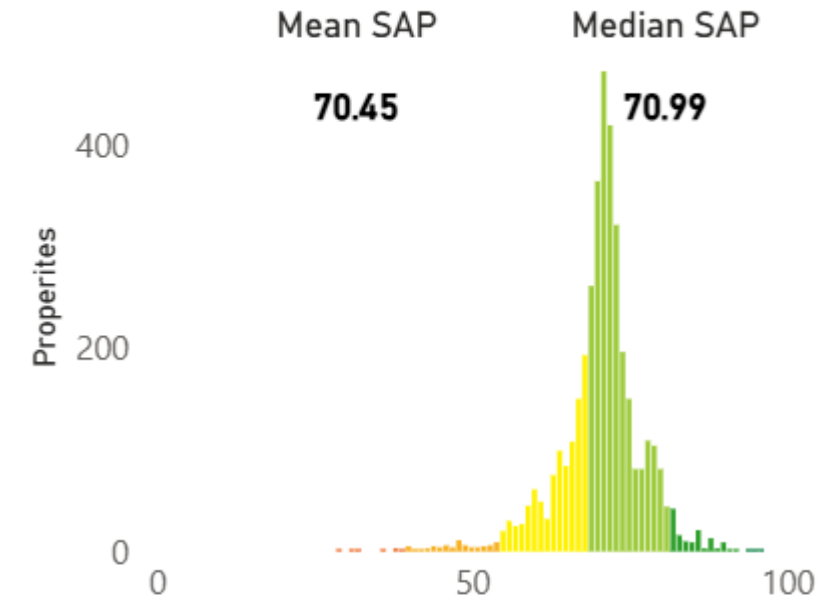
# Decarbonization and Planned Investment



Our net zero commitment “....we will replace fossil fuel heating with renewable technology without increasing a customers fuel bill....”

- Decarbonization works aligned with our Net-Zero goals.
- Over £30m invested in Fenland in the last 5 years
- £11m investment estimated over the next 3 years
- 377 properties retrofitted so far with a further 60 to complete this financial year
- Cavity wall insulation, external wall insulation, loft insulation, windows & doors, ventilation, air tightness, air source heat pumps & solar PV

## SAP score

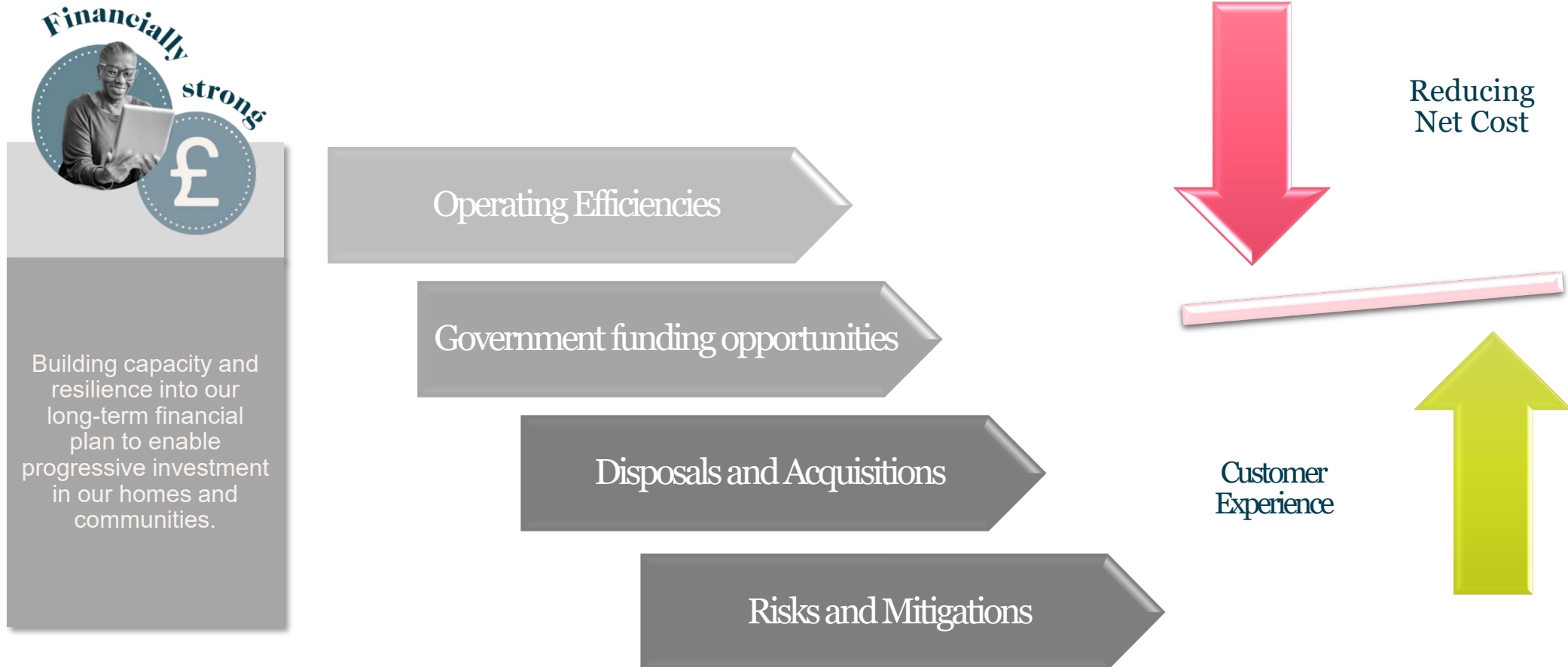


## Calculated SAP score

SAP Band	Count of SAP Band
A	6
B	172
C	2639
D	998
E	78



# Sustainable Business and Financial Resilience







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# Managing our homes in Fenland..

Sally Greetham, Regional Housing Lead

# Managing anti-social behaviour....

In August 2025, we received 24 ASB new cases....

ASB Type	No. of Cases
Serious Threat of Violence (Urgent)	1
Domestic Abuse (Urgent)	3
Cuckooing (urgent)	1
Offensive Behaviour or Gestures	6
Drug taking or selling	2
Verbal Abuse	3
Dangerous driving	1
Criminal damage	1
Loud parties/music	3
Sexual activity (noise)	1
Shouting & Arguing	1
Dog Barking/Animal noise	1

# OUR OBJECTIVE

*“Reduce ASB, criminal activity, and rough sleeping in the space, and protect vulnerable residents.”*



- ❖ 75% reduction in incidents/complaints within 6 months
- ❖ Intervention fully implemented within 3 months
- ❖ Formal reviews at 6 & 12 months



# ACTION PLAN

## From ASB Hotspot to Community Recovery

- ❖ ASB Hotspot
- ❖ Community awareness
- ❖ Environmental improvements
  - CCTV
  - Door alarms
  - Additional lighting
- ❖ PCC Community Grants
- ❖ Rough sleeper outreach
- ❖ Local Lettings Policy





# MEASURING SUCCESS

- ❖ Police data: 80% drop in ASB incidents within 3 months
- ❖ No further unauthorised access into scheme
- ❖ Complaints dropped to zero post-environmental works within scheme
- ❖ Residents report feeling safer and more confident
- ❖ Ongoing monitoring: 3, 6 & 12-month reviews



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# Maintaining our homes...

Carl Grimmer, Regional Repairs Lead

# Maintaining our homes

- **Delivery Model**
- **Performance**
- **Empty Homes / additional investment**
- **Leaks, Condensation, Damp and Mould**
- **Challenges**
- **Customer Satisfaction**





# How are we performing?

Clarion Response	
% Emergency Repairs completed in 24 hours	96.95%
% Routine Repairs completed in 28 days	78.9%
% First time fix (attended bookings)	91.77%
% Negative Localz scores	6.39%

Swale – Gas / Oil contractor	
% Repairs completed in 24 hours	74.71%
% Repairs completed in 28 days	77.49%
& Gas compliance checks	99.71%
% Customers satisfied (TLF)	88%



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# Planned Investment and Sustainable Homes – Project update

# Fenland Project Works - Plans for 2025/26



## Waterlees Estate – Wisbech

- 20 Block locations that will see the replacement of failing Roofs/Windows/Facias and Soffits.
- A 3 million pound investment into homes in Fenland will see 80 families benefit from greater insulation and resistance from the ever-changing weather conditions we are seeing in the UK.
- Additional benefits will be the aesthetics to the externals of the buildings.
- Water currently pooling to failing roofs/guttering will be overcome with replacement roofs/rainwater goods. Removing any damp and mould concerns reported to us by our Clarion Response operatives and surveyors.
- The program of works commenced in May of this year and maintains its momentum to conclude in March 2026.
- Customer feedback is sought monthly at all stages of the works. From early communication/letters/Home visits around commencement pending works to your home, to feedback on the communication received from our partner EQUANS during the time works were being addressed.
- Weekly site inspections from Planned Inspection Managers, report good progress to the location, with feedback from residents that works to the area are "uplifting to the community".



- ▶ 100 properties programmed for Sustainable Homes in 25/26.
- ▶ £2,745,000 budgeted for 25/26
- ▶ 23 properties completed since March 25 in Fenland.
- ▶ Works being currently on site at Gloucester Court on the Waterlees Estate in Wisbech.
- ▶ Works vary from architype, measures can include external wall insulation, cavity wall insulation, window and door replacement, mechanical ventilation replacement, loft insulation upgrade and heating system replacement (ASHP).

## FENLAND SUSTAINABLE HOMES PLANS FOR 2025/26





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# Developing new homes Fenland

Dan Read– Senior Land and Partnership Manager



# On site - Springfield Avenue – 40 Social Rented Homes



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- Due to complete June 2026
- 28 x 2 Bedroom Houses
- 12 x 3 Bedroom Houses
- Social Rents at circa £20 below LHA level
- NDSS Compliant
- Air Source Heat Pump technology
- Enhanced grant rates required to deliver





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graphs taken at Site Visit



2. Plots 4 - 5



4. Plots 6 - 7



7. Plots 10 - 11



8. Plots 10 - 13





# Pipeline

- 1) Continue to consider opportunities both land led and S106
- 2) Viability remains an issue with low house values and low LHA rates alongside increased build cost.
- 3) Contractor failure also a concern requiring Latimer to work with tier 1 and 2 contractors with higher overheads and build cost.
- 4) New HE program on the horizon with opportunity of possible higher grant rates or more flexible use of grant rates which may improve viability
- 5) Continued discussions with Persimmon, Allison Homes and Lovell in the area over possible development opportunities



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# Home-link

Sally Greetham, Regional Housing Lead

# Total lets in Fenland – all social landlords

	Lets in Fenland (All social Landlords)
<b>Apr 2025 – Aug 2025</b>	186
<b>2024/25</b>	361
<b>2023/24</b>	283
<b>2022/23</b>	248
<b>2021/22</b>	318
<b>2020/21</b>	279

# Average time on housing register

April 2025 to August 25

Type/Size	Emergency	Band A	Band B	Band C	Band D
Retirement		3 months	4 years	8 months	
Bedsit					
1 bed		7 months	31 months		
2 bed flat		11 weeks	6 months	27 months	
2 bed house	7 months	4 months	13 months	10 weeks	
3 bed		4 months	3 years		
4 bed		7 months	10 years		
5 bed					

Mar 24 to March 25

Type/Size	Emergency	Band A	Band B	Band C	Band D
Retirement	4 months	11 weeks	10 months	9 months	12 weeks
Bedsit		7 months		10 weeks	
1 bed	4 months	15 months	16 months	3 years	4 months
2 bed flat		3 months	10 months	27 months	24 months
2 bed house	14 months	8 months	21 months	27 months	
3 bed		9 months	4 years (*)		
4 bed	15 months	30 months			
5 bed					



# Clarion Futures

Tracey Thompson, Communities  
Officer



# Headlines from Communities



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**£225,200** investment into Fenland this year

## Funded

youth  
provision  
across  
Wisbech,  
Whittlesey  
and March

Over **450**  
Families in  
Fenland  
supported  
with cost of  
living

Additional  
**£30k** invested  
into Made In  
Fenland after  
FDC pulls out .  
This secures  
the **£911,399**  
income for  
Fenland  
through the  
Arts

**£420k**  
ARTS  
Council  
Funding  
secured for  
Fenland



On average  
**432** YP  
engaged  
every  
month

**18**  
organisations  
received  
funding and  
support

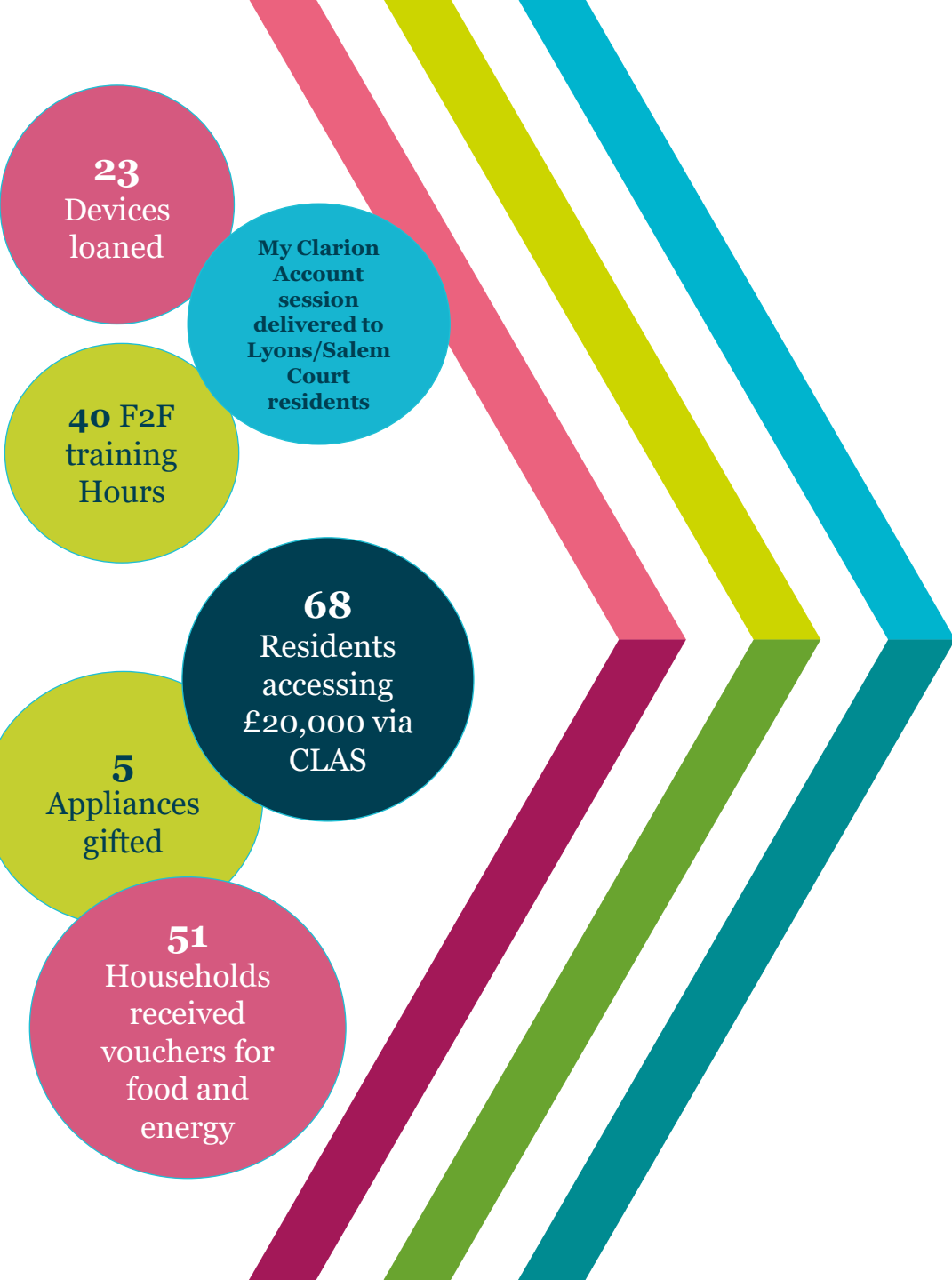
Supported 2  
wellbeing  
spaces at FACT  
and People and  
Animals with a  
3<sup>rd</sup> to open in  
Chatteris



**15,270**  
volunteering  
hours last  
year

**Funded**  
food hubs  
March and  
Whittlesey

**968**  
individual  
engagements  
each month  
on average.



# Clarion Futures Digital

## *Online everyday, safely and securely*

*Helping residents get online and improve their digital skills to make a real difference in their lives, whatever their barrier and enabling access to the benefits the digital world has to offer.*

### Digital Device Scheme

- Tablets
- Laptops
- Mobile Phone
- Mifi units / Data
- Smartspeakers
- Accessories

### Digital Skills Training

- Online
- In person

### Digital drop in sessions

- Lyons Court/Salem Court

### Digital Grants to Organisations



# Clarion Futures Money

Last financial year we supported 53 households in the Fenland area with vouchers for food and energy and appliances, funding was from our hardship fund at valued at just under £8,000.

We have also assisted 1 family with a grant to help with the purchase of school uniforms for their children.

We continue to be a champion for the Local Assistance scheme in Cambridgeshire delivering grant support in Fenland. In 2024/25 we have helped 68 households in Fenland accessing funding of just over £20,000 through CLAS.



# Jobs and Training

16 Fenland  
residents  
supported  
into work

£30K  
support for  
skills and  
training

- Delivering Functional Skills Maths & English for NEETs
- Supporting Fenland residents to develop careers in the creative industries
- Dedicated programme of careers provision for Thomas Clarkson Academy



1 Youth Centre Re-  
Decorated

65 people  
completed  
accredited  
training in  
English, Maths or  
Construction



An aerial photograph of a suburban neighborhood. The image shows a grid of streets with numerous houses, many of which have red-tiled roofs. There are green lawns, trees, and some swimming pools visible. A multi-lane road runs diagonally across the center of the image, with several cars and a red truck visible. In the bottom right corner, there is a small blue sports field. A large, semi-transparent yellow rounded rectangle is overlaid on the left side of the image, containing the text "Thank you for listening..".

Thank you for listening..